

WHAT IS CLAIMED IS:

1. A personal information managing method in a case of resolving a dispute occurred by information sent out from an information processing apparatus, comprising the steps of:

accepting an input for designating sent-out contents capable of being browsed on a provider-side processing apparatus connected via a network;

receiving ticket information for identifying a sending-party sending out said designated sent-out contents, from said provider-side processing apparatus;

transmitting said sent-out contents and said ticket information from a deliberation-requesting-party-side processing apparatus to a deliberation support processing apparatus to request a deliberation about said sent-out contents;

receiving said sent-out contents and said ticket information from said deliberation-requesting-party-side processing apparatus to store said sent-out contents and said ticket information into a deliberation managing database in said deliberation support processing apparatus, said sent-out contents becoming a target of said deliberation;

accepting an input of a deliberation result of said requested deliberation to store said deliberation result into said deliberation managing database;

transmitting said ticket information stored

0592546669474492

in said deliberation managing database, from said deliberation support processing apparatus to a ticket management processing apparatus;

requesting presentation of personal information on said sending-party;

receiving said ticket information from said deliberation support processing apparatus;

transmitting said personal information on said sending-party identified by said ticket information, from said ticket management processing apparatus to said deliberation support processing apparatus; and

transmitting said deliberation result stored in said deliberation managing database and said personal information on said sending-party received from said ticket management processing apparatus, from said deliberation support processing apparatus to said deliberation-requesting-party-side processing apparatus.

2. A personal information managing method as claimed in Claim 1, further comprising the steps of:

accepting an input of inquiry contents toward said sending-party to store said inquiry contents into said deliberation managing database;

transmitting said inquiry contents and said ticket information stored in said deliberation managing database, from said deliberation support processing apparatus to said ticket management processing

09575264-A10100

apparatus;

receiving said inquiry contents and said ticket information from said deliberation support processing apparatus;

making reference to a mail address indicated by a contact address included in said personal information identified by said ticket information; and

transmitting said inquiry contents from said ticket management processing apparatus to said mail address.

3. A personal information managing method as claimed in Claim 1, further comprising the steps of:

receiving said deliberation result and said ticket information stored in said deliberation managing database, from said deliberation support processing apparatus; and

transmitting said personal information on said sending-party identified by said ticket information, from said ticket management processing apparatus to said deliberation support processing apparatus, when said deliberation result indicates that said sent-out contents include an illegality.

4. A personal information managing method as claimed in Claim 2, further comprising the steps of:

receiving said deliberation result and said ticket information stored in said deliberation managing database, from said deliberation support processing apparatus; and

transmitting said personal information on said sending-party identified by said ticket information, from said ticket management processing apparatus to said deliberation support processing apparatus, when said deliberation result indicates that said sent-out contents include an illegality.

5. A personal information managing system in a case of resolving a dispute occurred by information sent out from an information processing apparatus, comprising:

a deliberation requesting process unit for accepting an input for designating sent-out contents capable of being browsed on a provider-side processing apparatus connected via a network, for receiving ticket information for identifying a sending-party sending out said designated sent-out contents, from said provider-side processing apparatus, and for transmitting said sent-out contents and said ticket information from a deliberation-requesting-party-side processing apparatus to a deliberation support processing apparatus to request a deliberation about said sent-out contents;

a deliberation accepting process unit for receiving said sent-out contents and said ticket information from said deliberation-requesting-party-side processing apparatus to store said sent-out contents and said ticket information into a deliberation managing database in said deliberation support processing apparatus, said sent-out contents

becoming a target of said deliberation;

a personal information presentation requesting process unit for accepting an input of a deliberation result of said requested deliberation to store said deliberation result into said deliberation managing database, for transmitting said ticket information stored in said deliberation managing database, from said deliberation support processing apparatus to a ticket management processing apparatus, and for requesting presentation of personal information on said sending-party;

a personal information presenting process unit for receiving said ticket information from said deliberation support processing apparatus, and for transmitting said personal information on said sending-party identified by said ticket information, from said ticket management processing apparatus to said deliberation support processing apparatus; and

a deliberation result informing process unit for transmitting said deliberation result stored in said deliberation managing database and said personal information on said sending-party received from said ticket management processing apparatus, from said deliberation support processing apparatus to said deliberation-requesting-party-side processing apparatus.

6. A computer-readable record medium that records a program for causing a computer to function as

a deliberation support processing apparatus for resolving a dispute occurred by information sent out from an information processing apparatus, said computer-readable record medium recording said program for causing said computer to function as:

a deliberation accepting process unit for receiving sent-out contents becoming a target of said deliberation and ticket information from a deliberation-requesting-party-side processing apparatus to store said sent-out contents and said ticket information into a deliberation managing database in said deliberation support processing apparatus;

a personal information presentation requesting process unit for accepting an input of a deliberation result of said requested deliberation to store said deliberation result into said deliberation managing database, for transmitting said ticket information stored in said deliberation managing database, from said deliberation support processing apparatus to a ticket management processing apparatus, and for requesting presentation of personal information on a sending-party; and

a deliberation result informing process unit for transmitting said deliberation result stored in said deliberation managing database and said personal information on said sending-party received from said ticket management processing apparatus, from said deliberation support processing apparatus to said

09656544 4413600

deliberation-requesting-party-side processing apparatus.

7. An information processing apparatus for providing sent-out information via a network, comprising:

information-sending accepting process means for accepting said sent-out information provided from said information processing apparatus for sending out said information, and for causing another information processing apparatus to make an access to said sent-out information via said network;

individual-identification-information  
presenting process means for processing information for  
identifying a sending-party of said information:

means for storing provider access policy information that is information for permitting said another information processing apparatus to make said access to said sent-out information; and

sent-out content managing record means for recording said accepted sent-out information and said sending-party identification information in a state of being caused to be related to each other.

8. An information processing apparatus as claimed in Claim 7, wherein:

said sent-out information is any one of text  
data, image data, motion-picture data, and voice data;  
and

said information-sending accepting process

means accepts said sent-out information and uploads said sent-out information onto an electronic bulletin board or a home page.

9. A deliberation support processing apparatus for deliberating a dispute resolution in a case of resolving a dispute occurred by information sent out from an information processing apparatus, comprising:

deliberation accepting process means for receiving sent-out contents becoming a target of said deliberation, identification information on a sending-party, and identification information on a deliberation-requesting-party, and for accepting a deliberation request to be stored into deliberation-managing-information storing means;

inquiry requesting process means for processing information about which an inquiry is to be made of immediately-concerned-parties of said dispute for said deliberation;

deliberation result informing process means for transmitting a deliberation result stored in said deliberation-managing-information storing means and personal information on said sending-party to an information processing apparatus in which said deliberation request is made; and

personal information presentation requesting process means for accepting said result of said requested deliberation, for transmitting, to an individual-identification-information managing process

apparatus, said individual-identification-information stored in said deliberation-managing-information storing means, and for requesting presentation of said personal information on said sending-party.

10. A deliberation support processing apparatus as claimed in Claim 9, said deliberation support processing apparatus having record means for storing, as deliberation-supporting access policy information, a condition for permitting said acceptance of said deliberation request at said deliberation accepting process means.

11. An information processing apparatus for sending out information, comprising:

personal information registration requesting process means for requesting an individual-identification-information managing process apparatus to register personal information on a sending-party sending out said information;

information-sending process means for accepting said information on sent-out contents, and for transmitting said sent-out information to a sent-out information browsing apparatus for causing another information processing apparatus to make an access to said sent-out information; and

access requesting process means for acquiring sending-party-identification-information for making an access from said individual-identification-information managing process apparatus to said sent-out information

browsing apparatus, and for transmitting said information on sent-out contents and said sending-party-identification-information to said sent-out information browsing apparatus.

12. An individual-identification-information managing process apparatus, comprising:

personal information registering process means for accepting a registration request for personal information from an information processing apparatus sending out information, and for registering said personal information into personal information recording means for storing said personal information;

individual-identification-information issuing process means for accepting an issuing request from a user registering said personal information, and for issuing individual-identification-information on said user;

inquiring process means for receiving inquiry contents and said individual-identification-information from a deliberation support processing apparatus, and for transmitting said inquiry contents to said user based on said individual-identification-information; and

personal information presenting process means for transmitting, to said deliberation support processing apparatus, said personal information on said information sending-party identified by said individual-identification-information received from

said deliberation support processing apparatus.

13. An information processing apparatus for requesting a deliberation request for a dispute, comprising:

deliberation requesting process means for inputting information on sent-out contents capable of being browsed from an information browsing apparatus, for inputting, from said information browsing apparatus, identification information for identifying a sending-party sending out designated sent-out contents, and for transmitting said information on said sent-out contents and said identification information to a deliberation support processing apparatus to request a deliberation about said sent-out contents; and

individual-identification-information presentation requesting process means for requesting said information browsing apparatus to present said sending-party-identification-information corresponding to said sent-out contents.